



Control Number: 50664



Item Number: 14

Addendum StartPage: 0

MARKOUT WATER



SUPPLY CORP.

P.O. Box 907  
Forney, TX 75126

[www.markoutwsc.com](http://www.markoutwsc.com)

Phone: (972) 564-1250

Fax: (972) 552-2777



**VIA ELECTRONIC FILING**

Project No. 50664

March 19, 2020

Public Utility Commission of Texas  
1701 N. Congress Avenue  
Austin, TX 78701

In response to the Public Utility Commission of Texas' (Commission) request for interested parties to inform the Commission of initiatives related to COVID-19 under Project No. 50664, I am writing to inform you of the measures we have taken thus far.

On March 17, 2020, we emailed to every address in our customer database and on March 19, 2020 included with each paper invoice the attached memorandum. This memo is also posted on both doors at our office as well as on the Home page of our website: [www.markoutwsc.com](http://www.markoutwsc.com). This memo states that our office doors will be locked but we will be available during regular business hours to answer the phone. Payments can be made in a variety of ways. We've directed our members to visit our website for full instructions on electronic account management and bill pay options.

At this time, late fees will still apply to delinquent accounts; however, no services will be disconnected for non-payment.

We have postponed our Annual Membership Meeting until the ban on gathering is lifted. A new notice will be sent to the members once a new date for the meeting has been determined.

To comply with Texas Governor Gregg Abbot's Executive Order regarding only essential personnel working from March 20 to April 3<sup>rd</sup>, we will run our office with reduced staffing during this time. Our field personnel belong to a contracted company and are being used only for emergency calls such as leaks.

Our employees have been provided with rubber gloves and hand sanitizer. Instructions for proper hand washing are posted in the breakroom. Employees have been counseled to stay home if they feel ill as every one of them has company-paid sick time and vacation time available. They have also been provided with information about the COVID-19 virus and the link to the CDC (Centers for Disease Control) website for additional information.

The Directors and Management of Markout Water Supply are monitoring the situation and will respond as the situation dictates.

Denise L. Spurgin, ACS  
General Manager

A Superior Public Water System

14



**SUPPLY CORP.**

P.O. Box 907  
Forney, TX 75126

[www.markoutwsc.com](http://www.markoutwsc.com)

Phone: (972) 564-1250

Fax: (972) 552-2777

DATE: March 17, 2020  
TO: Members of Markout Water Supply Corporation  
FROM: Denise Spurgin, General Manager  
RE: COVID-19 (coronavirus) Measures

At the water supply, the health and well-being of our members, employees and community are important to us. We understand the concern and uncertainty you may be experiencing surrounding the coronavirus (COVID-19) and are committed to being responsive to the needs of our members as the situation evolves.

In an effort to support distancing and limit the spread of the virus, Markout's Directors and Staff are putting the following procedures in place:

1. No cash payments will be accepted effective 3/25/2020 (this will be a permanent policy going forward). We have several other payment options including bank checks, money orders, personal checks, ACH withdrawals, credit card by phone (1-888-993-9176) and online credit card payments (see our website: <http://www.markoutwsc.com/paymybill.aspx>).
2. Effective immediately, no payments will be received at the front counter until further notice – personal check and money order payments may be placed in the mail slot in the office door that faces Walnut Lane.
3. The office phones will be staffed during regular business hours, but the office doors will be locked. If someone needs to transfer service due to a home sale or purchase, kindly call the office for instructions.
4. During this time of national emergency when so many people and children will be at home and possibly ill, we will not disconnect service for non-payment; however, late fees will be applied and late notices will be sent as usual to comply with Public Utility Commission rules.
5. Since the counsel is that no more than ten people should be gathered together, we are postponing our Annual Membership Meeting which was scheduled for April 2<sup>nd</sup>. Once a new date is determined, we will notify our members.

We strongly encourage you to use our online tools which can be found at [www.markoutwsc.com](http://www.markoutwsc.com)

The Board of Directors will re-evaluate these procedures as the situation evolves. Thank you for your cooperation and understanding. We pray that you and your families are safe and well.